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September 20, 2005

AGENDA ITEM 5

TO: MEMBERS OF THE HEALTH BENEFITS COMMITTEE

- I. SUBJECT:** 2005-2006 Health Plan Quality Report
- II. PROGRAM:** Health Benefits
- III. RECOMMENDATION:** Information Item
- IV. ANALYSIS:**

Background

CalPERS publishes an annual *Quality Report* (attached) to provide a resource to assist our members in making health plan and provider choices. This report is part of the Open Enrollment materials and is available to members upon request (using a postage-paid order card included in the annual *Health Plan Statement* sent to all subscribers). Members may also request the report through the CalPERS Customer Contact Center or may view and download it from the CalPERS Web site.

This report features quality measurement information in two major areas – (1) results of the CalPERS Health Plan Member Satisfaction Survey and (2) information about the percentage of members in each plan who receive needed care for preventing and treating the most common diseases. We also include other information designed to encourage members to be actively involved in their healthcare decisions, such as:

- Tips for Choosing a Doctor, Medical Group and Hospital
- Avoiding Complications in the Hospital
- Taking Responsibility for Your Health
- Body Mass Index Table (new this year)
- Personal Health Screening Checklist
- Disease Management Programs at CalPERS Health Plans
- Health Information Web Sites

2005 Changes--Quality Report

- Revised the format of the Quality Report to make it more engaging.
- Incorporated input from our health plan partners and constituents to improve both the Member Satisfaction Survey and the Quality Report.

- We are also including a one-page survey with each mailed report to obtain suggestions from our members on how we can make the report most useful to them.
- Changes in the 2006 report will incorporate feedback we receive from members

Highlights—Member Satisfaction Survey*

- Revised the wording and format of the survey to make the tone more positive and engaging to our members.
- Incorporated new questions to help us understand member needs as well as what might motivate members to make healthier lifestyle choices.
- Members could respond to the survey via the Internet or by mail. This year, about 1/3 of the responses were via the Internet. The total response rate was 33% for Basic plans and 75% for Medicare plans. This is stable from last year.
- For Basic plans, Western Health Advantage has experienced a significant increase in overall member satisfaction and is the highest rated plan, followed by PERSCare, Kaiser, Blue Shield, and PERS Choice.
- Satisfaction with Medicare plans remains uniformly higher than with Basic plans. PERSCare remains the highest rated Medicare plan, followed by Kaiser and Blue Shield.

Highlights—Clinical Measures*

- For Basic plans, Kaiser remains the highest rated plan in the area of clinical quality (“Effective Care”) measures. Western Health Advantage has increased its overall performance, and Blue Shield’s overall score is stable.
- The Basic plans have improved their scores in most clinical care measures for chronic conditions such as heart disease and diabetes, which provides evidence that care management programs are working.

The CalPERS Quality Report provides information to members to help them to make informed health plan choices. Staff use the member satisfaction and clinical measures to monitor plan performance and to identify areas where we can work with our health plans to continually improve services to our members. The attached charts show overall trends since 2000.

V. STRATEGIC PLAN:

This item supports two CalPERS Strategic Plan goals:

- Goal II – “Provide high quality customer service and education that enables members and employers to make informed and timely retirement and health decisions.”
- Goal III – “Design, develop and administer benefits programs and business processes that are innovative, effective, efficient, and valued by our members, employers and stakeholders.”

*These comments do not address Association plans. Member satisfaction results for Association plans are published in the Quality Report. Effective care measures are not available for Association Plans.

VI. RESULTS/COSTS:

The CalPERS costs associated with this item are included in the annual budget of the Health Benefits Branch.

Staff is available to respond to any questions.

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Attachments